



# Choosing the right translation service provider?

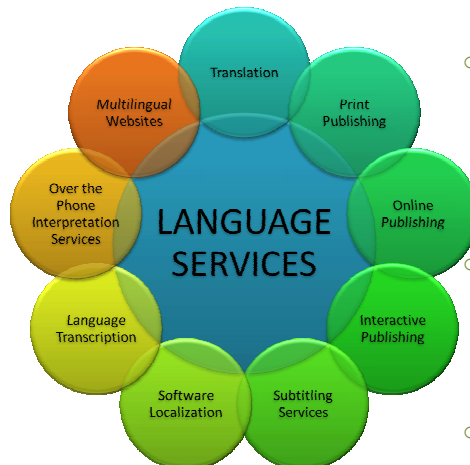
There are many things to consider when deciding on a translation services company.

## Quick facts about Lyric

- Established in 1998
- ISO 9001 | DIN EN 15038  
Certified company in Malaysia
- One among the top 10 companies in the Industry for Best Business Practices
- Ranked 12th in the world for Over the Phone Interpretation Services
- 1500 clients in 40 countries
- 7000 translators for 142 languages
- Largest Language provider in Malaysia
- US \$ 3.6 million Enterprise Value
- Global Service Model

This document will cover factors to consider and facts on Lyric and provide you a checklist to compare vendors to help ensure a decision that is best for your organization.

Lyric Labs is the fully integrated translation and localization service provider with a global service model. Lyric Labs enables clients to get speedy, accurate and native translation through a combination of process strategies, technology leverages and e-business collaboration.



## Our strength

- Linguistic infrastructure resources
  - Language data
  - Tools and technologies
  - Standards
  - Multilingual Publishing ( DTP and electronic publishing resources)
- Access to
  - Translators, Content developers ( technical writers, editors, etc)
  - Service providers
  - Technology developers
- Performance scenarios
  - Digital content - standards
  - Tools and technologies – standards
  - Standards - coverage

## Translation Service Provider Comparison Chart

Factors to consider	Lyric			
Is the vendor a Company(C) or an Agent(A) or an Individual(I)?	C			
Does the vendor have domain specific translators? Do they share the translator credentials?	Yes			
Do they have a process to follow? Can they explain?	Yes			
Are they ISO 9001 Certified?	Yes			
Do they have DIN EN 15038 Standards? <i>(The Only standard for Linguistic Services)</i>	Yes			
Customer reference from the same Industry	Yes			
Have they got secured file transfer in place to assure secured file movement?	No			
Do the vendor have a record of paying translators on time? Please check in <a href="http://www.proz.com">www.proz.com</a> for credentials	Yes			
Is the vendor agreeing to provide progress sheets for projects?	Yes			
Does the vendor explain about the project management tools that they use?	Yes			
Is the vendor a one stop solution provider? Can they handle translation, DTP, publishing, Interpretation, Voice over services, etc?	Yes			
Does the vendor have volume based pricing?	Yes			
Do the vendor extend credit period after presenting the Invoice?	Yes			
Will the vendor sign NDA, SLA before starting the project? for ensuring confidentiality?	Yes			
Is the vendor a registered identity in Malaysia? Can they provide details?	Yes			
Does the vendor have contingency plans in place? Are they approachable 24X7?	Yes			
How long are they in business? Since...	1998			
Can the vendor dedicate a team for your project?	Yes			

Call Lyric for all your language related requirements

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